

WHO TO CONTACT

Medicaid Provider Enrollment

Division of Medical Assistance
Provider Enrollment Unit
2506 Mail Service Center
Raleigh, NC 27699-2506
Telephone: 919-857-4017

Medicaid Coverage

Billing Issues

Electronic Data Systems (EDS)
Provider Services Unit
4905 Waters Edge Drive
Raleigh, NC 27606
Telephone: 919-851-8888
1-800-688-6696

Policy Issues

Division of Medical Assistance
Adult Care Home Services Unit, Medical Policy
2511 Mail Service Center
Raleigh, NC 27699-2511
Telephone: 919-857-4020

To Report Possible Fraud or Abuse

Division of Medical Assistance
Program Integrity
2515 Mail Service Center
Raleigh, NC 27699-2515
Telephone: 919-733-6681
1-800-662-7030

To Report Concerns About Quality of Care Issues

Division of Facility Services
Adult Care Licensure Section
2701 Mail Service Center
Raleigh, NC 27699-2701
Telephone: 919-733-6650
1-800-662-7030

DHHS's "Care Line" (Toll-Free Line for Medicaid recipients and their families to reach DHHS agencies)

Toll Free: 1-800-662-7030

In Raleigh: 919-733-4261

Electronic Claims Submission

Electronic Data Systems (EDS)
Electronic Claims Unit
4905 Waters Edge Drive
Raleigh, NC 27606
Telephone: 919-851-8888
1-800-688-6696

To Verify Residents' Medicaid Eligibility (Current Day)

Electronic Data Systems (EDS)
"Automated Voice Response (AVR) System"
Telephone: 1-800-723-4337

To Check the Status of Claims

Electronic Data Systems (EDS)
"Automated Voice Response (AVR) System"
Telephone: 1-800-723-4337

**To Order Copies of the DMA-3050 (no charge);
To Order Additional Copies of Medicaid Bulletins (\$1.00 per copy); or
To Order Copies of the ACH Services Manual**

Electronic Data Systems (EDS)
Provider Services Unit
4905 Waters Edge Drive
Raleigh, NC 27606
Telephone: 919-851-8888
1-800-688-6696

To Obtain Prior Approval for Therapeutic Leave (More than 15 Days)

Electronic Data Systems (EDS)
Prior Approval Unit
4905 Waters Edge Drive
Raleigh, NC 27606
Telephone: 919-851-8888
1-800-688-6696

Cost Reporting

Department of Health and Human Services
Office of the Controller
Cost Accounting/Financial Reporting
2019 Mail Service Center
Raleigh, NC 27699-2019
Telephone: 919-715-8960

Special Assistance for the Aged (SAA) (SAA eligibility, payments, and "disenfranchised" residents)

Division of Social Services (DSS)
Adult & Family Services Section
Adult Care Home Case Management Special Assistance Consultant
325 North Salisbury Street
2405 Mail Service Center
Raleigh, NC 27699-2405
Telephone: 919-733-7145

Special Assistance for the Blind (SAB) (SAB eligibility, payments, and "disenfranchised" residents)

Division of Services for the Blind (DSB)
Independent Living Services Section
309 Ashe Avenue
2601 Mail Service Center
Raleigh, NC 27699-2601
Telephone: 919-733-9744

Adult Care Home Licensure Rules

Contact the following agency, if you are a provider of Homes for the Aged, Family Care Homes, and /or Homes for the Developmentally Disabled Adult:

Division of Facility Services
Adult Care Licensure Section
2701 Mail Service Center
Raleigh, NC 27699-2701
Telephone: 919-733-6650

If you are a provider of a Mental Health Facility, please contact the following:

Division of Facility Services
Mental Health Licensure and Certification Section
2718 Mail Service Center
Raleigh, NC 27699-2718
Telephone: 919-715-8076

Adult Care Home Personnel Qualifications (includes Nurse Aide I)

Training and Competency Issues

Division of Facility Services
Adult Care Licensure Section
2701 Mail Service Center
Raleigh, NC 27699-2701
Telephone: 919-733-6650

North Carolina Nurse Aide Registry

Division of Facility Services
2701 Mail Service Center
Raleigh, NC 27699-2701
Telephone: 919-733-2786

Nursing and Nurse Aide II Issues

North Carolina Board of Nursing
Box 2129
Raleigh, NC 27601
Telephone: 919-782-7499
919-782-3211

ACH/CMS Case Management

County DSS ACH/CMS Case Managers' Activities

Division of Social Services (DSS)
Adult & Family Services Section
Adult Care Home Case Management Program Coordinator
325 North Salisbury Street
2405 Mail Service Center
Raleigh, NC 27699-2405
Telephone: 919-733-3818

Area Mental Health Programs' ACH/CMS Case Managers' Activities

Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services (DMH/DD/SAS)
Adult Care Home Services Coordinator
3014 Mail Service Center
Raleigh, NC 27699-3014
Telephone: 919-733-1763

Wraparound Program

Division of Mental Health, Developmental Disabilities, and
Substance Abuse Services (DMH/DD/SAS)
Mental Health Section
3014 Mail Service Center
Raleigh, NC 27699-3014
Telephone: 919-733-4660